



Round House Café Customer Feedback

Questions, Comments, Kudos & Klouts July 2015



Take the Café Survey and give us your anonymous feedback about the Round House!

- Visit www.yourdiningvoice.com and then click on "Begin Survey"
- Select USA & AZ; our city is "Scottsdale" and "Where we served you" is SRPMIC
- Answer four basic questions (it doesn't take long), but if you have time, you can answer more
- To keep anonymous, skip the personal info; at end of survey, receive coupon for free bottle of spring water

I found a piece of egg shell in my scrambled eggs this morning (first since cafe's been open) almost the size of a quarter. Good thing I didn't crunch on it. I stopped when it touched the roof of my mouth. The eggs were from the burro line (no cheese).

Thanks for letting us know. First time in six years proving that we do try our best to avoid errors, but sometimes things sneak through. We discussed it with staff and stressed the importance of keeping egg shells out of the eggs. We were able to offer you a credit on your next visit. Thanks again for the feedback.

It would be nice if the Café was able to offer fresh popcorn with a cart or stand. Thanks for the feedback and yes, it would be great to have. The smell alone drives people to hunger! Unfortunately, popcorn can be problematic for housekeeping to clean up and so we have consistently avoided serving it in the Café as the broken white kernels can flake and make quite a mess as they are disbursed throughout the buildings across campus. Also, we are very short on display space and even shorter on electrical outlets to even plug a popcorn machine in. Logistically, there is no space for a popper at the moment. Alternatively, there is microwaveable popcorn available in many of the vending machines here at Two Waters. Hope this info helps.

I really enjoy the Café's Chicken Parmesan. Is there a recipe you can share? I don't see it in the RHC Cookbook. Thanks. Sure! Our Chicken Parmesan has consistently been one of our customer favorites since we opened. [The recipe can be found at this link.](#)

I need a large bag of corn meal for a Community Event. Is this something the Café can order for us? Yes, we were able to order a larger bag of corn meal for your department activities and only charge you the actual cost of the product. Always glad to help out with Community events.

(Several comments/questions) I missed my birthday, can I still get my free birthday meal? The café offers one free meal up to \$7 to celebrate customer birthdays. Generally, we allow up to one week either side of someone's birthday to allow for weekends, holidays and possible leave days. We always consider other extenuating circumstances. For any questions, just see a cashier, or ask to speak to a Café manager. HAPPY BIRTHDAYS TO ALL!!!

What's the deal with pricing for Chumuth (Tortillas) or Frybread with the Red/Green Chili lunches? The chili comes with a choice of two sides. Chumuth or Frybread can be included with the meal as one of the two sides. If it is added to the meal as an third side then there is an additional charge. Hope this information helps.

Please pass on our appreciation for the quick response to our request for additional catering for our meeting which went much longer than we expected. The RHC crew was able to get us lunch in quick order which helped us keep things moving along. Your help is appreciated. Thanks for the kind words. We shared with our staff. Sometimes, meetings come up that were unplanned, especially breakfasts! Other times, meetings run longer than anyone anticipated, requiring a lunch. Either way, ARAMARK staff in the café are ready to meet your catering needs! Thanks again for the positive feedback.

I appreciate the work David (Nash) does in the Café. Anytime he makes my food it is the best. I ordered a tuna sandwich today and mentioned that I would love to have half tuna/half egg salad. Even though there was no egg salad in the sandwich bar he made some for my sandwich. He is always so quick and polite. I just wanted to let you know because I appreciate it so much. We also appreciate David's continued service. He has been serving SRPMIC staff and guests since the Café opened in April of 2009. Thanks for your generous feedback, which we naturally shared with him. David's service exemplifies the type of standards we strive for.

I absolutely love the flavors and offerings for the Medi-Eats promotion and eat in the Café every time I see it on the menu. Especially enjoy the piada wraps, but the pasta and salads are delicious as well. As always, Chef Ernesto does it up right each and every time! Thank you for the continued variety from Mediterranean to Italian to India to BBQ specials and Stir Fry. It's all good! Keep up the fantastic work. We are glad you like the variety of menu items offered in the Café. Chef Ernesto has been on hand since day one and we, too, appreciate all of his efforts. Thanks, again, for the kind words.

My wife and I ate dinner recently where the New England clam chowder came highly recommended. When the waitress brought it, I took one look at it, and then one bite, and told my wife, "Our clam chowder at the Round House is way better than this – especially for \$5.99 a bowl!" Café soup for \$3.59 a bowl is not only delicious, it's a bargain! Thank you! Once again, it is Chef Ernesto that prepares every soup in the Café and we will pass your feedback on to him.

Kudos & Klouts (Customer Concerns, Compliments and/or Suggestions)

- I think I was overcharged for my Frappuccino (we checked it out for you)
- Thanks for updating the on-line EZ Café Menu. Looks like a lot of new variety...delicious...
- My hard-boiled eggs were bitter this morning (we issued you a credit)
- Celery in the grab and go cooler was frozen today (we made you a fresh cup and brought it to your desk)
- The vegetarian lasagna was awesome today!
- Does the Café accept Starbucks' gift cards (Unfortunately, no, because we do not have access to their database)
- OMG, OMG, OMG!!! I finally won something! Thank you SO much! You made my day, weekend and year!
- Macaroni salad was absolutely perfect today!
- What time does the Café close? ([Café hours can be found at this link](#))
- Sign said grits, but it was Cream of Wheat (we are sorry about that – Chef thought it was Thursday!!!)

To submit your feedback...

1. You can fill out a comment card and leave it in the boxes in the Café. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov

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